1   1.   A method comprising:

2   receiving a client request for help related to a

3   web page; and

4   automatically providing information to remotely

5   access said web page.

1   2.   The method of claim 1 including automatically

2   initiating a chat session in response to the client request

3   for help.

1   3.   The method of claim 2 including automatically

2   initiating the chat session with a help service provider in

3   response to the client request for help.

1   4.   The method of claim 1 including automatically

2   initiating a web page refresh in response to the client

3   request for help.

1   5.   The method of claim 1 wherein receiving the

2   client request for help includes providing a client agent

3   which obtains a Uniform Resource Locator identifying the

4   web page and forwards the Uniform Resource Locator to a

5   remote processor-based system.

1   6.   The method of claim 5 further including
2   collecting information about a client and forwarding said
3   information to the remote system.

1   7.   The method of claim 1 wherein receiving the
2   client request for help includes receiving a client
3   selection of a help icon.

1   8.   The method of claim 7 including extracting
2   information about a remote processor-based system from said
3   web page.

1   9.   The method of claim 1 including initiating a chat
2   session between a remote processor-based system and said
3   client.

1   10.   The method of claim 9 including overlaying a chat
2   dialog box over said web page.

1   11.   An article comprising a medium storing
2   instructions that enable a processor-based system to:
3   receive a client request for help related to a
4   web page; and
5   automatically provide information to remotely
6   access said web page.

1   12.   The article of claim 11 further storing
2   instructions that enable the processor-based system to
3   automatically initiate a chat session in response to the
4   client request for help.

1   13.   The article of claim 12 further storing
2   instructions that enable the processor-based system to
3   automatically initiate the chat session with a help service
4   provider in response to the client request for help.

1   14.   The article of claim 11 further storing
2   instructions that enable the processor-based system to
3   automatically initiate a web page refresh in response to
4   the client request for help.

1   15.   The article of claim 11 further storing
2   instructions that enable the processor-based system to
3   provide a client agent which obtains a Uniform Resource
4   Locator identifying the web page and forwards the Uniform
5   Resource Locator to a remote location.

1   16.   The article of claim 15 further storing
2   instructions that enable the processor-based system to
3   collect information about a client and forward said
4   information to a remote location.

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1   17. The article of claim 11 further storing

2 instructions that enable the processor-based system to

3 receive a client selection of a help icon.

1   18. The article of claim 17 further storing

2 instructions that enable the processor-based system to

3 extract information about a remote processor-based system

4 from said web page.

1   19. The article of claim 11 further storing

2 instructions that enable the processor-based system to

3 initiate a chat session between a remote processor-based

4 system and a client.

1   20. The article of claim 19 further storing

2 instructions that enable the processor-based system to

3 overlay a chat dialog box over said web page.

1   21. A system comprising:

2   a processor; and

3   a storage coupled to said processor, said storage

4 storing instructions that enable the processor to receive a

5 client request for help related to a web page and

6 automatically provide information to remotely access said

7 web page.

1   22. The system of claim 21 wherein said storage

2 stores instructions for automatically initiating a chat

3 session in response to the client help request.

1   23. The system of claim 22 wherein said storage

2 stores instructions that enable the system to automatically

3 initiate the chat session with a help service provider

4 response to the client request for help.

1   24. The system of claim 21 wherein said storage

2 stores instructions that enable the system to automatically

3 obtain contact information identifying the web page and

4 forward said information to a remote processor-based

5 system.

1   25. The system of claim 21 wherein said storage

2 stores instructions that enable chat session text to be

3 overlaid over the web page.

1   26. The method comprising:

2   receiving information about a web page accessed

3 by a processor-based system; and

4   using said information to simultaneously access

5 the same web page.

1   27.   The method of claim 26 including implementing a
2 chat session with the processor-based system at the same
3 time said web page is being accessed.

1   28.   An article comprising a medium storing
2 instructions that enable a processor-based system to:
3   receive information about a web page accessed by
4 another processor-based system; and
5   use said information to simultaneously access the
6 same web page.

1   29.   The article of claim 28 further storing
2 instructions that enable the processor-based system to
3 conduct a chat session with another processor-based system
4 while said web page is being accessed.

1   30.   A system comprising:
2   a processor; and
3   a storage coupled to said processor, said storage
4 storing instructions that enable the processor to receive
5 information about a web page accessed by another processor-
6 based system and use said information to simultaneously
7 access the same web page.